

Maximize Collected Cash with the XIFIN HEO Platform & Solutions

In today's high-volume, low-margin business environment, clinical laboratories cannot afford to leave money on the table. Yet more than 40 percent of requisitions submitted to clinical laboratories feature inaccurate or missing information and diagnosis code discrepancies that are labor-intensive to resolve—factors that can lead to a significant number of unpaid or underpaid claims.

Clinical laboratories that leverage technology to identify and correct these errors up-front, before the claims are submitted, can achieve a significant competitive advantage. Not only do XIFIN's Health Economics Optimization (HEO) solutions increase your clean claims submissions, they also help clinical laboratories achieve greater accuracy and efficiency within their billing departments, significantly increase cash collection, and improve customer satisfaction through more timely, predictable interactions.

A Powerful Platform Strategically Designed for Clinical Laboratories

The XIFIN HEO Platform is the foundational technology that powers our solutions. XIFIN HEO was built from the ground up by executives from some of the largest clinical laboratories in the U.S. It is specifically designed to meet the specialized needs of clinical labs through automated workflows, interoperability with external technologies and systems, expert managed services, world-class, enterprise-level business intelligence, and connectivity to clients and patients through secure portals.

Plus, XIFIN HEO is cloud-based, freeing labs from having to install and maintain costly IT infrastructure, software updates, and new releases. Its architecture makes it easy to extend the capabilities of the platform and to share information with other systems, resulting in increased efficiency and productivity,

as well as more accurate and timely information across the enterprise and externally. Plus, with XIFIN HEO, you will always be GAAP and Sarbanes Oxley compliant.

Solutions with a Competitive Advantage

There are several key solutions designed to meet the needs of clinical laboratories that currently run on the XIFIN HEO Platform: XIFIN RPM is a complete revenue performance management solution; XIFIN Business Intelligence combines clinical and financial data for accurate, meaningful analytics that inform sound business decisions; and XIFIN iNet extends the functionality of the XIFIN HEO Platform and solutions to external service providers. Together, these solutions enable end-to-end connectivity, from patient to payment.

True Revenue Performance Management

Since clinical laboratories seldom interact directly with patients, they must rely on the diagnosis code, patient demographic data, and insurance information submitted by physicians' offices. However, inaccurate or missing information frequently results in delayed, underpaid, or unpaid claims. In fact, according to CMS, 26 percent of all claims are initially rejected, and 40 percent of those are never resubmitted, resulting in a total write-off to the lab.

XIFIN RPM, XIFIN's comprehensive revenue performance management solution, features automated workflow functionality designed to help clinical labs maximize their claims revenue. XIFIN RPM identifies billing discrepancies and corrects them, reconciles diagnostic codes with consolidation logic, and even provides visibility into contractual allowance versus bad debt so that labs can be sure to pursue every collectable dollar, and avoid erroneously writing off bad debt dollars that could've been collected.

The powerful system has built-in business rules based on industry best practices while also providing the flexibility labs need to set new rules based on their own unique processes. Not only does XIFIN RPM have all the power one would expect from a world-class revenue performance management system, it also includes many features that set it apart from the competition, including:

Payor Edits - XIFIN RPM features comprehensive payor edit functionality that ensures claims meet payor requirements prior to submission. XIFIN manages regular updates of published payor edits so the system is always up-to-date. In addition, these payor edits can be utilized at the patient service center or even at the physician office, using XIFIN web services.

Eligibility Checks - XIFIN RPM performs eligibility checks to make sure that patient insurance information corresponds with the provided date-of-service. If an error is found, the laboratory can quickly follow up with the physician's office, thereby increasing the probability of getting accurate information while reinforcing a positive customer experience through timely resolution.

Consolidation Logic - XIFIN RPM's consolidation logic automatically takes the diagnostic codes submitted by the physician's office and consolidates them under the appropriate procedure code. Then, when payment is received, it matches those procedure codes to the original diagnostic codes submitted by the physician's office. This means your laboratory's billing staff can post directly against expected reimbursements by line item, so they can readily identify incorrect or missing payments, submit single or bulk appeals, or even renegotiate the way they contract with a given payor.

Contractual Allowance vs. Bad Debt - In many instances, underpaid and unpaid claims are incorrectly included in contractual allowance. This means that laboratories are often unaware of their total collectable dollars and that their bad debt amounts are artificially depressed. XIFIN RPM provides visibility into claims variances that are within contractual allowances and those that are underpaid or unpaid—true bad debt—so that discrepancies are always appropriately categorized.

Enterprise-Class Business Intelligence

XIFIN HEO features world-class, enterprise-level financial and operational business intelligence with real-time dashboards and reports to provide timely, accurate insight into your business's performance and enable you to make informed business decisions. Built on XIFIN's extensive data warehouse, our business intelligence leverages data from

our highly accurate system. With 100 percent reconciliation, interoperability that minimizes the introduction of errors, and GAAP and Sarbanes-Oxley compliance you can count on the financial integrity of your data.

Meanwhile, XIFIN's interoperability with other data sources allows you to get an even more complete picture of your business by including supply, FTE, phlebotomy, and many other types of information. In addition, mobile business intelligence allows you to provide sales and service reps access to information like client volume, payor mix, and monthly revenue, while robust permissions allow you to set criteria for what they can and cannot view.

Client and Patient Access Via iNet

XIFIN iNet extends the functionality of the XIFIN HEO Platform and solutions to external parties, resulting in increased efficiencies for your lab staff. Client portals allow physicians to update information, view and pay bills, and even look up test prices—if you have provided access to that information—while patient portals allow patients to check eligibility status, view their outstanding balance, and make credit card payments.

The XIFIN Difference

Given the unmatched flexibility and accuracy of the XIFIN HEO Platform and solutions, it's no surprise that seven of the ten largest clinical laboratories in the U.S. rely on us for their billing and revenue performance management, or that \$7 billion in claims flow through XIFIN RPM annually. In fact, XIFIN clients see an average of 8 percent improvement in cash recovery, in the first year alone.

For clinical laboratories, underpaid or unpaid claims and improperly classified bad debt can seriously impact financial health. The XIFIN HEO Platform's interoperable backbone and efficient, automated workflows, its revenue performance management solutions that are designed to identify and correct patient, insurance and diagnosis code errors up-front, and its enterprise-class business intelligence can make the difference between surviving and thriving in a laboratory environment where every efficiency and penny counts.

For more information, visit www.XIFIN.com



12225 El Camino Real
San Diego, California 92130

General: 858-793-5700
Sales: 858-436-2995

info@XIFIN.com
www.XIFIN.com